

**ABSTRACT OF THE DISCLOSURE****CONTROLLING HOLD QUEUE POSITION ADJUSTMENT**

5           A method, system, and program for allowing callers to adjust  
in position within a hold queue are provided. An advancement  
token earned by a caller while waiting in a hold queue is  
detected. The advancement token is stored for redemption in a  
future call by the caller according to an authenticated  
10 identifier for the caller, wherein future redemption of the  
advancement token will cause adjustment of a waiting position.  
In particular, a caller in the call hold queue may earn  
advancement tokens by answering questions posed by other callers  
in the call hold queue, where the questions are answered in a  
manner such that the other callers do not need additional aid  
15 from a representative. In addition, a caller may redeem  
advancement tokens earned in a previous hold queue while waiting  
in current hold queue, where the redeemable advancement tokens  
are accessible across multiple call centers according to the  
20 caller identification.